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Case Study:
Automation Software

Transforming Invoice Processing Effciency for a Leading Food Retail Chain

Client: A leading national food retail and fast food chain

Project: Invoice Processing Automation

Location: South Africa

- ✅ **80% less manual data entry**
- ✅ **15,000+ invoices/month**
- ✅ **Processing time down to <24 hours**
- ✅ **99.7% data accuracy**

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Background

The client operates a widespread network of food retail and fast food outlets across South Africa.

Their previous invoice processing approach relied heavily on paper-based workflows. Invoices had to be physically transported from branches to head office, where they were manually captured into the accounting system.

This resulted in delayed turnaround times, processing bottlenecks, and mounting frustration across departments.

To remain competitive and increase operational efficiency, the client recognised the need for a faster, smarter, and fully automated invoice processing solution.

Challenges

Long delays in transporting paper invoices from branches to head office

Excessive administrative strain on the central accounting team

High risk of document loss or delays during physical transfers

Time-consuming manual data capture processes

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Project Scope

National rollout across all branches

50+ users involved in the end-to-end invoice process

Seamless integration with client's existing accounting software

Software Solution

Primary Platform: Laserfiche

Our Approach:

Daisy implemented a tailored automation solution that streamlined the entire invoice lifecycle:

- Branch-level users scan invoices on-site
- AI and OCR technology extract essential invoice data in real time
- The accounting team centrally reviews and verifies the extracted information
- Verified data is then automatically posted to the accounting system

Why Daisy was Chosen

Custom-Fit Workflows

Every process was designed around the client's specific operational needs.

Adaptability

Flexible setup that can evolve alongside business requirements.

End-to-End Delivery

A complete solution that met all functional and technical criteria.

Proven Capability

A live demonstration showcased our understanding of their challenges and ability to deliver.
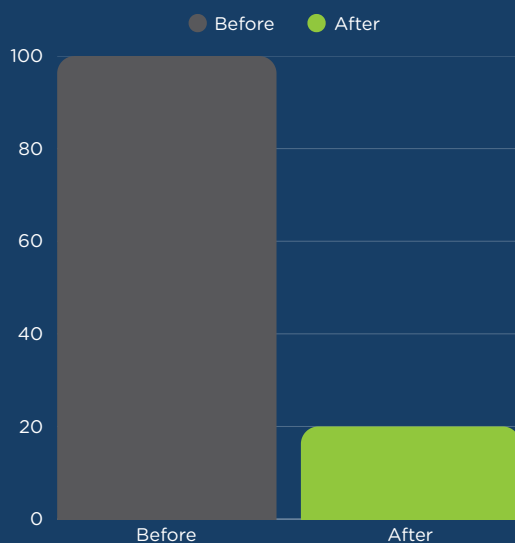
Decision Making Process

The client's selection process was driven by a clear set of requirements.

- Daisy mapped their pain points directly to Laserfiche's capabilities and configured a bespoke solution to match.

- Our team presented a full demo that gave stakeholders confidence in both our product and our implementation expertise.
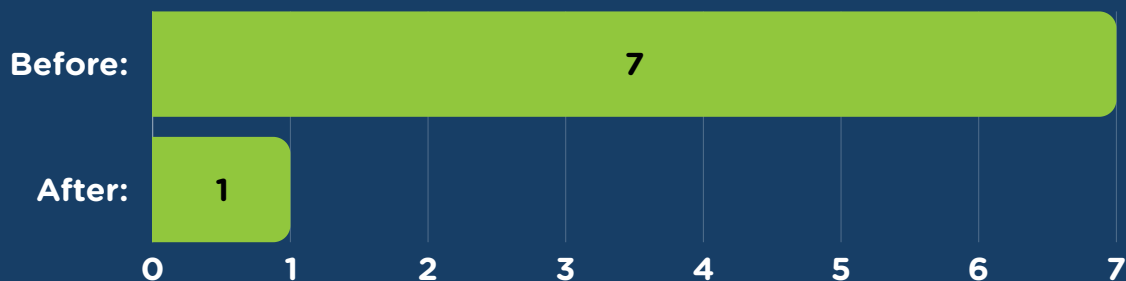
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Results & Benefits

80% reduction in manual data entry
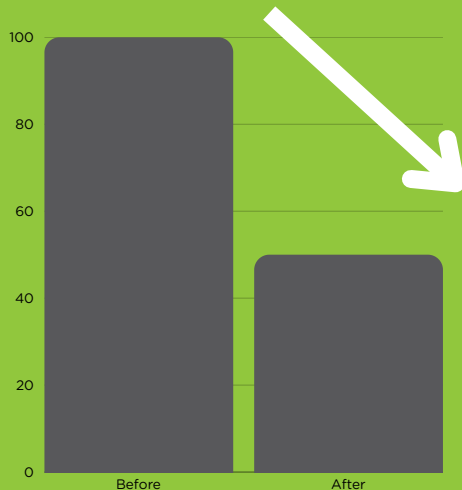

Before ● After ●

Automation reduced manual capture from 100% to just 20%, significantly easing pressure on the finance team.

Invoice processing time cut from 5–7 days to under 24 hours
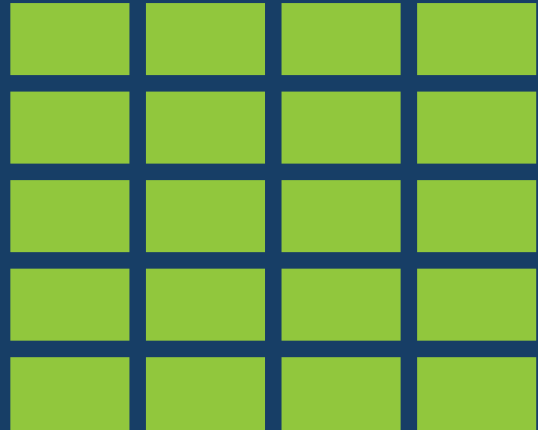

Before:	7
After:	1

0   1   2   3   4   5   6   7

Previously delayed by days, invoices are now scanned, verified, and ready for payment within 6–12 hours.

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50% decrease in finance team workload

100

80

60

40

20

0

Before   After

Freed from repetitive data entry, the team can now focus on higher-value tasks such as financial planning and supplier management.

15,000+ invoices/month

AI and OCR verification have improved data accuracy from an estimated 91% to a validated 99.7%, greatly reducing rework.

70% faster turnaround

From invoice to receipt to payment readiness.

Improved speed has helped unlock early payment benefits and enhanced vendor relationships.

Improved audit readiness

INVOICE

Invoice Received

Audit Access

Digitally Processed

Archived Securely

A full digital trail for every invoice supports internal controls and simplifies external audits.

Key Components Used

Platform: Laserfiche

Core Features:

AI-powered data extraction	Centralised data verification and posting
Optical Character Recognition (OCR)	Custom digital workflows

Conclusion

By partnering with Daisy Software, this leading food retail chain has transformed its invoice processing from a paper-based bottleneck into a streamlined, intelligent digital system.

This resulted in faster payments, improved accuracy, stronger financial control — and a finance team empowered to focus on what really matters.

It's Not Just Automation. It's Freedom to Scale.

Automation changed everything
for this leading food retail chain.

NOW IT'S YOUR TURN.

See how Daisy's automation software cuts
admin, boosts accuracy, and unlocks growth
for South African businesses.

**Book your expert consultation
— no obligation, just results.**

You'll walk away with insights,
recommendations, and a clear
path to faster finance operations.

*Client name withheld due to NDA.